

“This is only a **preview** of the exam questions. To take the actual exam, please refer back to the bulletin and click on the ‘**Click here to go to the Internet Exam**’ link at the bottom of the bulletin.”

Support Services Assistant (General)

Department of Rehabilitation

Training and Experience Evaluation

The California civil service selection system is merit-based, and eligibility for appointment is established through a formal examination process. The Department of Rehabilitation Support Services Assistant (General) examination consists of a Training and Experience evaluation used to evaluate your education, training and experience. This Training and Experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Task Ratings

Instructions:

Using the rating scales provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience:

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

Knowledge related to performing this task:

Extensive Knowledge

I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations; and I could instruct others on specific aspects of this task.

Substantial Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

Moderate Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

Limited Knowledge

I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.

No Knowledge

I have no knowledge of how to perform this task or what it may entail.

1. Entering information (e.g., statistical data, case notes, client demographics) into online and/or manual filing systems to ensure personal information is properly stored.
2. Retrieving information from online and/or manual filing systems in order to obtain pertinent information (e.g., case notes, medical records, client demographics).
3. Editing/formatting resource materials (e.g., manuals, memos, policies), documents and reports for accuracy and completeness.
4. Sorting/distributing mail to ensure it reaches its destination in a timely manner.
5. Purging/shredding outdated/obsolete documents (e.g., duplicates of documents, service records, outdated notes) to ensure files are organized and up-to-date.
6. Sending information (e.g., documents, forms, packages) to various recipients to ensure materials reach their destination in a timely manner.
7. Reading work related materials (e.g., memos, reports, correspondence, newsletters) to persons with disabilities to ensure communication of important information.
8. Taking neat and accurate notes and transcribing them as necessary to ensure availability of pertinent information.
9. Driving persons with disabilities to and from work sites, airports, various State agencies, etc. to ensure timely arrival.

10. Guiding persons with disabilities through immediate environment to ensure timely arrival to destination.
11. Orienting persons with disabilities to surrounding environment (e.g., restroom locations, elevators, food concessions) to ensure awareness of immediate environment.
12. Describing work setting to visually impaired parties to ensure awareness of immediate environment.
13. Scheduling meetings/appointments on behalf of others to ensure timelines are met.

Section 2: Knowledge and Ability Ratings

Instructions:

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

Years of experience

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

14. Ability to utilize computer software (e.g., word processing, spreadsheets).
15. Ability to read and follow maps and directions to ensure timely arrival to destinations.

16. Knowledge of the concerns and special needs of persons with disabilities as it relates to the community and working environment.
17. Ability to adapt to changes in priorities, work assignments, and other factors to ensure job expectations are met.
18. Ability to actively listen to others to facilitate communication.
19. Ability to be organized with attention to detail to ensure job efficiency.
20. General knowledge of various disabilities to enhance delivery of services.
21. Ability to maintain professional standards in compliance with applicable policies and procedures.